

INFORMATION BULLETIN

WORKFORCE INVESTMENT ACT

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: "YOU TALKIN' TO ME?" COMMUNICATION SKILLS WORKSHOP

The purpose of this bulletin is to announce a new communication skills workshop developed by the Capacity Building Unit of the Workforce Investment Division. *"You Talkin' to Me?"* is a one day workshop designed for any Local Workforce Investment Area or One-Stop staff who regularly interact with customers and want to promote increased self-awareness with regard to personal communication style.

"You Talkin' to Me?" workshop participants can discover their own strengths and areas for personal development. Workshop attendees are encouraged to dress casually and comfortably for a fun-filled day of experiential exercises covering topics such as: giving instructions clearly, active listening, using feedback, and discovering our personal communication styles. This lively session is designed to highlight communication skills needed for working with customers, as well as those skills necessary to function effectively with our co-workers.

Workshops are now in the planning stages. If your area is interested in hosting the *"You Talkin' to Me?"* communication skills workshop, contact Becky Maucieri at bmaucier@edd.ca.gov or (916) 657-0210.

/S/ BILL BURKE
Chief
Workforce Investment Division